

TABLE OF CONTENTS

	<u>Page</u>
CHAPTER 1 - Introduction	1-1
CHAPTER 2 - The Volunteer Coordinator	2-1
CHAPTER 3 - The Volunteer Management Plan	3-1
Volunteer Program Goal	3-3
Volunteer Needs Assessment	3-3
Recruitment	3-5
Matching the Volunteer to the Job	3-10
Job Descriptions	3-11
Interviewing	3-16
Orientation and Training	3-21
Supervision and Motivation	3-26
Awards and Recognition	3-30
Volunteer Identification	3-31
Reimbursement for Incidental Expenses	3-31
Safety	3-31
CHAPTER 4 - Recordkeeping	4-1
Sample Forms	4-4
CHAPTER 5 - Conclusion	5-1
APPENDICES	
A. Volunteer Management Plan Outline	A-1
B. Volunteer Award Programs	B-1
C. Volunteer Sources	C-1
D. Innovative Volunteer Programs	D-1
E. Success Stories	E-1
F. Bibliography	F-1
G. Index	G-1